

City of Denton

Address

Phone

email

Dear City of Denton Customer:

As part of our ongoing commitment to reliable service and improved customer experience, the City of Denton is upgrading water meters across the community with advanced metering technology. This project is a forward-thinking investment in Denton's water infrastructure by helping customers better understand water usage, manage monthly bills, and receive more timely information about potential leaks.

Beginning this month and continuing over the next 36 months, professional installers from Texas Metering Devices (TMD), working on behalf of the City of Denton, may be in your area to replace your current water meter with an upgraded meter. Installers will carry clear identification for your security. You do not need to schedule an appointment or be present for the installation.

During the installation, you can expect the following:

1. Water service will be disrupted for approximately 15 to 30 minutes.
2. The installer may take photographs of the water meter area to document the condition of the site before and after installation.
3. The existing meter will be exchanged with an upgraded meter.
4. Water service will be restored as soon as the upgrade is complete. When possible, the installer will use an exterior hose spigot to release any air trapped in the line. If your water service is off when the installer arrives, the meter will be changed and your water service will remain off for your protection.
5. A door hanger will be placed on your door to let you know the meter has been changed, give you further instructions, and provide contact information if you experience any issues.

The City of Denton and TMD have planned this project to minimize disruption and make the transition as seamless as possible. If you have questions or experience an issue related to the installation, please contact TMD at **833-303-0343**

For general information and project updates, visit www.cityofdenton.com/AMI. Residents may also text "AMI" to (940) 360-3362 to receive project updates via text message.

The City of Denton appreciates your cooperation as we complete this important project for the benefit of our community. We look forward to providing enhanced service and a better customer experience.

Sincerely,
The City of Denton